

Knowledge Base

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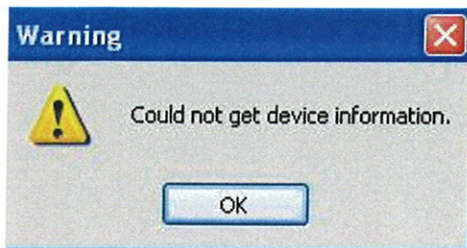
Product : All imageRUNNER ADVANCE Series, All imageRUNNER-IR Series, All Color Enabled imageRUNNER Models.

Title : Windows Clients Can Not Get Device Status Through a Windows 2008 Print Server

Error :

When get device status is selected printer driver, the following message appears:

Could Not Get Device Information.

**Workaround :**

This is caused by the Firewall on the 2008 server.

The following ports must be opened on the firewall for the workstations to be able to get device status through the server.

Port numbers:

47545	TCP/UDP
41380	TCP

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